

The recommended browser is Google Chrome.

Claim Your Record Using a PIN Number

Contact DSD Customer Call Center

to request a PIN Number

(210) 207-1111

M-F, 7:45am to 4:30pm or email your request to:

CallCenter@sanantonio.gov

What is meant by *Claim Your Record* or *PIN Number*?

Claim Your Record

PIN Numbers are issued by the BuildSA Customer Call Center to customer(s) based on the account owner's request. PIN Numbers are issued for converted records that, for one reason or another, do not display on an account owner's account.

If a PIN Number is requested and received from BuildSA Customer Call Center, login to your Citizen Access account to access the converted record.

Find additional information on PIN Numbers by clicking here: [IB300 PIN](#)

A PIN Number for an existing record is provided by the BuildSA Customer Call Center to customers whose previously submitted record(s) do not display on the customer's record list in Citizen Access.

PIN Number request form is shown here. ➡

Development Services Department PIN to Access Records Online Form

Received by:
DSD Staff

Telephone: _____
Date | Time: _____

	Requestor Information
Name	
Organization	
Email	
Confirm Email	
Street Address	
City	
State	
Zip Code	
Phone	
Secondary Phone Number	

PIN Request	Record ID	PIN
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		

Primary Contact Validation Date:

DSD Staff:



Primary Contact Acknowledgment

I, _____, acknowledge that
I am the Primary Contact on the Land
Development Records listed on this form.

Signed, _____

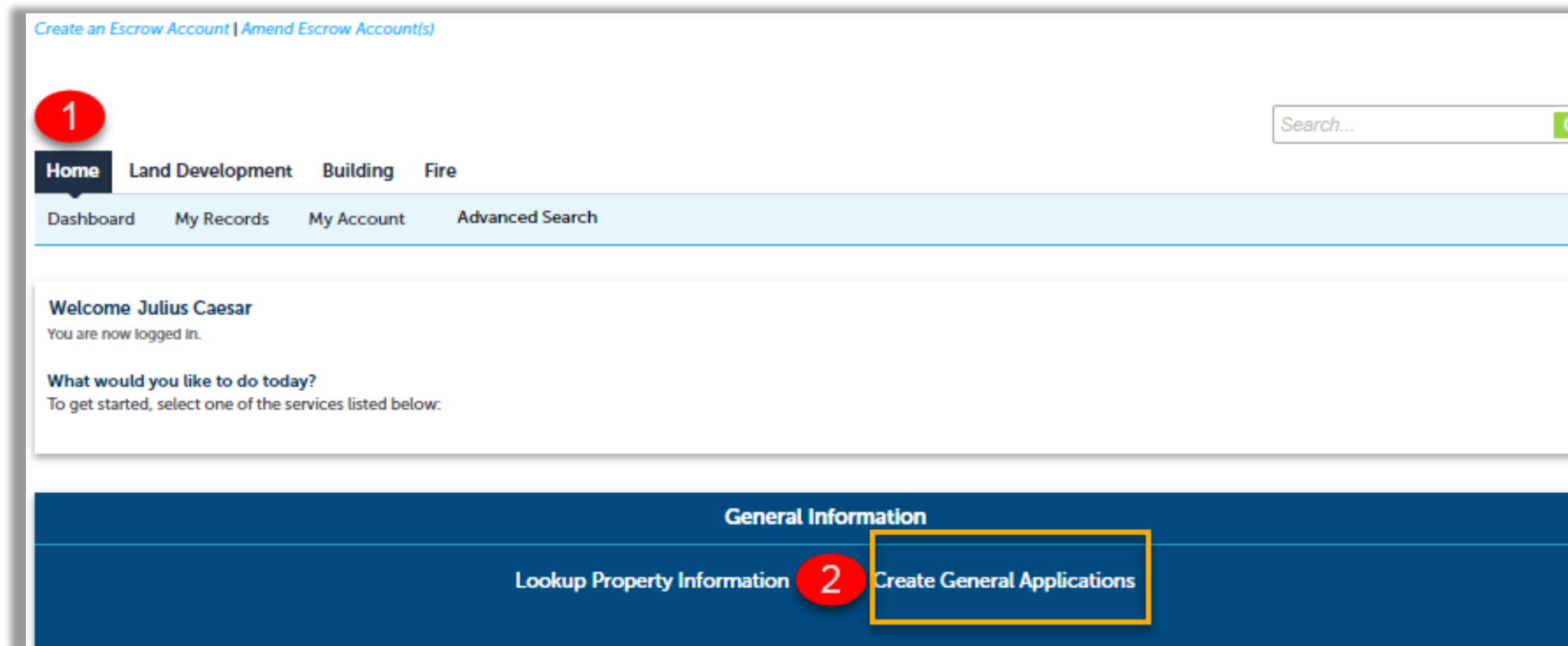
**Form available upon request from BuildSA
Customer Call Center.**

10/02/2020

After receiving the PIN Number from the Call Center, you are ready to *Claim* your record.

1. Login to your Account.

2. From the Home tab (#1) click Create General Application (#2).



A PIN Number grants access to the account owner for managing the record.

The General Disclaimer page displays (shown).

- 1. Click the box to the left of *I have read and accepted the above terms* (#1).**
- 2. Click Continue Application (#2).**

Create an Escrow Account | Amend Escrow Account(s)

Search...

Home Land Development Building Fire

Dashboard My Records My Account Advanced Search

Online Application

Welcome to the City of San Antonio Development Services Department's Online Permitting System. Use this system from the convenience of your home or office, 24 hours a day to:

- Submit and update information
- Pay fees
- Schedule inspections
- Track the status of your applications
- Print your final record

To get started you MUST:

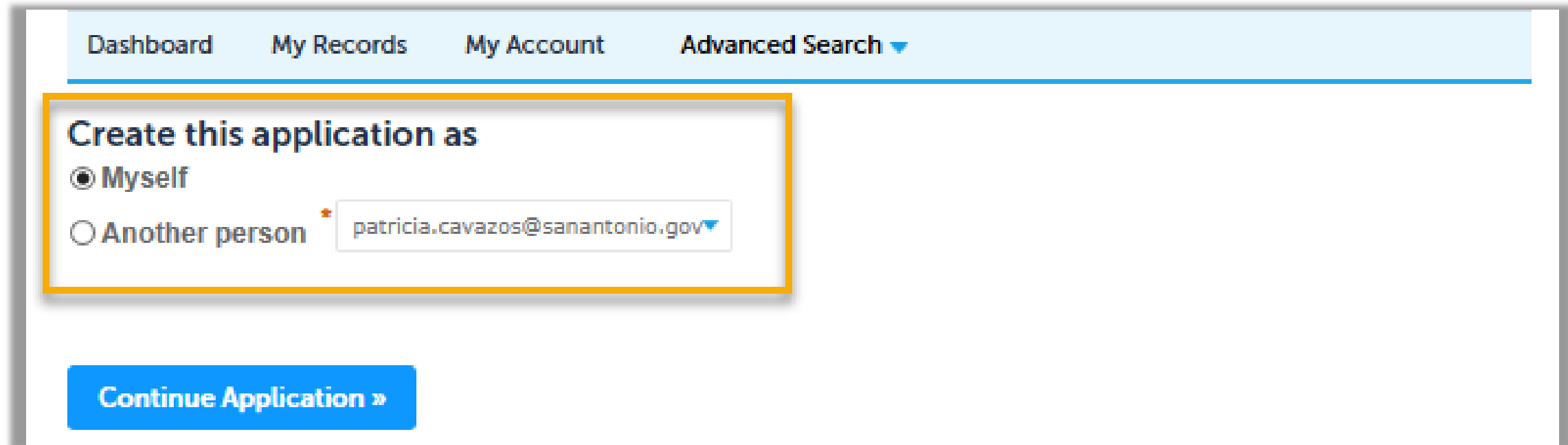
- "Allow Pop-ups from This Site" - More information can be found at www.sanantonio.gov/dsd/BuildSAHelp.aspx
- Accept the General Disclaimer below

General Disclaimer

All City of San Antonio web sites, including but not limited to the Development Services Department Customer Portal, www.sanantonio.gov, www.ci.sat.tx.us, www.sanantonio.gov/GIS, www.alamodome.com, www.sanantoniocvb.com, www.visitsanantonio.com, mysapLorg and sapl.sat.lib.tx.us are provided as a public service. PLEASE NOTE that users of these web sites are responsible for checking the accuracy, completeness, and timeliness of all information. The CITY OF SAN ANTONIO

☒ I have read and accepted the above terms.

Continue Application »



Dashboard My Records My Account Advanced Search ▼

Create this application as

☒ Myself

☐ Another person * patricia.cavazos@sanantonio.gov ▼

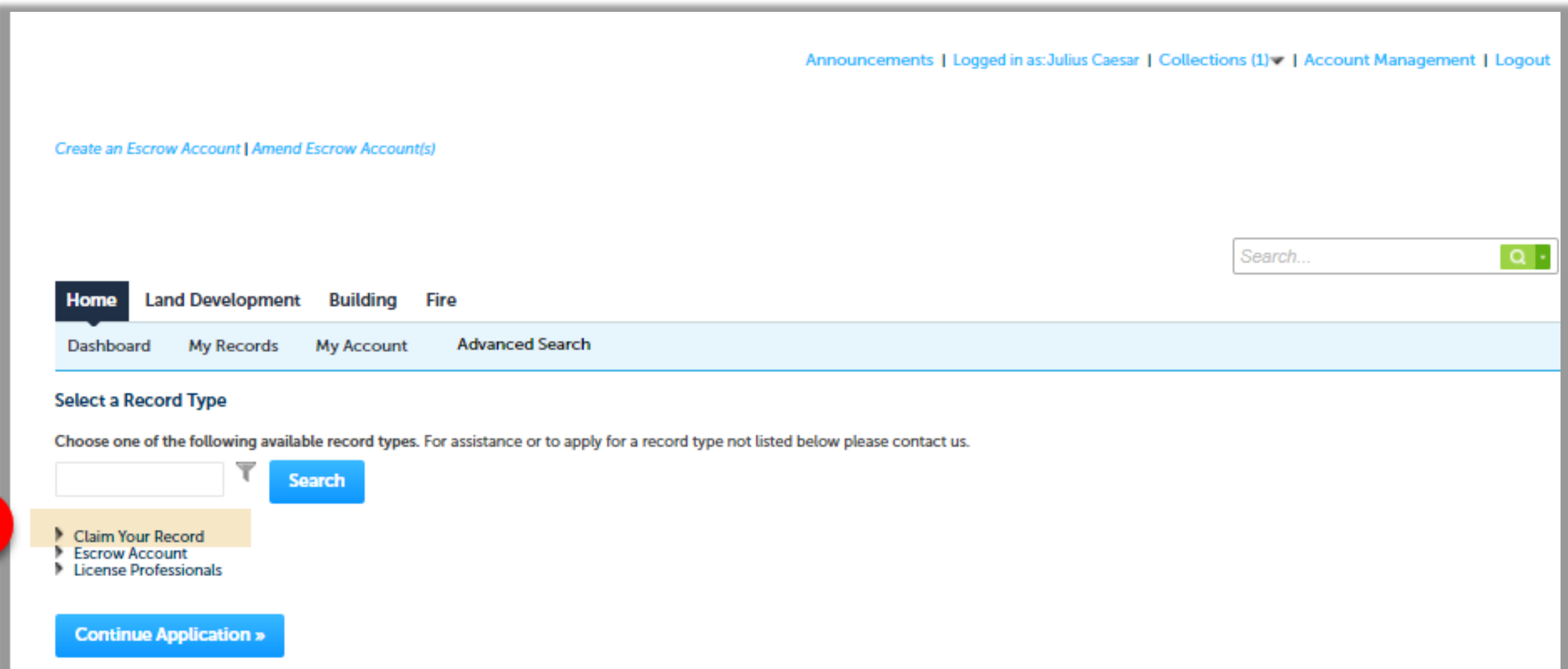
Continue Application »

This prompt may not display for everyone. The prompt displays only if you are a Delegate on some else's account.

To select whether creating the transaction for yourself or another, click the radio button to the left of selection.

Click Continue Application.

The Select a Record Type page displays (shown). Click the arrow to the left of Claim Your Record (#1).



Announcements | Logged in as: Julius Caesar | Collections (1)▼ | Account Management | Logout

Create an Escrow Account | Amend Escrow Account(s)

Search...

Home Land Development Building Fire

Dashboard My Records My Account Advanced Search

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Search

1 ▶ Claim Your Record
▶ Escrow Account
▶ License Professionals

Continue Application »

In the Select a Record Type page, click the button to the left of Claim Your Record (#1).

Click Continue Application (#2)

The screenshot shows a web application interface. At the top is a navigation bar with links: Home, Land Development, Building, and Fire. Below this is a secondary navigation bar with links: Dashboard, My Records, My Account, and Advanced Search. The main content area is titled 'Select a Record Type' and contains the instruction: 'Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.' Below the instruction is a search input field with a dropdown arrow and a blue 'Search' button. A red circle with the number '1' is placed next to the first dropdown menu item, 'Claim Your Record', which is selected with a blue radio button. A yellow arrow points to this radio button. Below this are two other options: 'Escrow Account' and 'License Professionals', each preceded by a right-pointing triangle. At the bottom of the form is a blue button labeled 'Continue Application »'. A red circle with the number '2' is placed to the left of this button.

1 ▼ Claim Your Record
● Claim Your Record

▶ Escrow Account
▶ License Professionals

2 Continue Application »

Step 1 of the Claim Your Record application displays (shown).

1. Click the drop-down *Add a Row* arrow to add one row (#1).

○ **Multiple rows may be added if claiming more than one record.**

2. Click Continue Application (#2).

Search...

Home **Land Development** Building Fire

Search Applications Create an Application

Claim Your Record

1 Step 1 2 Review 3 Record Issuance

Step 1: Step 1 > Page 1

* Indicates a required field.

Record Authorization Section

RECORDLINK

Showing 0-0 of 0

Record Number	Pin Number
No records found.	

1 Add a Row Edit Selected Delete Selected

- Add 2 Rows
- Add 3 Rows
- Add 4 Rows
- Add 5 Rows
- Add 6 Rows
- Add 7 Rows
- Add 8 Rows
- Add 9 Rows
- Add 10 Rows

2 Continue Application »

The Recordlink page displays (shown).

Type the Record Number (#1), the

PIN No. received from the Call Center (#2).

Click Submit (#3).

The Record No. and PIN No. display (shown).

Click the Actions menu arrow to edit (#1).

Click Continue Application (#2).

RECORDLINK

* Record Number: LAND-AMENDPLAT-19-101

* Pin Number: 263520163

Submit Cancel

Callout 1 points to the Record Number field. Callout 2 points to the Pin Number field. Callout 3 points to the Submit button.

Home Land Development Building Fire

Search Applications Create an Application

Claim Your Record

1 Step 1 2 Review 3 Record Issuance

Step 1: Step 1 > Page 1

* Indicates a required field.

Record Authorization Section

RECORDLINK

Showing 1-1 of 1

	Record Number	Pin Number	Actions
<input type="checkbox"/>	LAND-AMENDPLAT-19-10200026	263520163	Actions

Add a Row Edit Selected Delete Selected

Save and resume later

Continue Application >

Callout 1 points to the Actions menu arrow. Callout 2 points to the Continue Application button.

Citizen Access

advances to Step 2: Review.

Click the arrow to the left of Record Authorization Section (#1).

Click Continue Application (#2).

Claim Your Record

1 Step 1 2 Review 3 Record Issuance

Step 2: Review ←

Save and resume later Continue Application »

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Claim Your Record

Record Authorization Section

RECORDLINK Edit

Record Number	Pin Number
LAND-AMENDPLAT-19-10200026	263520163

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

1 ☒ By checking this box, I agree to the above certification. Date: 09/23/2020

Save and resume later 2 Continue Application »

Citizen Access advances to Step 3: Record Issuance and displays a CAP record number. The CAP number is the transaction number for linking your record with the PIN number.

Click the Home Tab (#1).

1

Search...

Home Land Development Building Fire

Search Applications Create an Application

Claim Your Record

1 Step 1 2 Review 3 Record Issuance

Step 3: Record Issuance

✓ Your application has been successfully submitted.
Please print your record and retain a copy for your records test 4.

Thank you for using our online services.
Your Record ID is 20CAP-10900000034.

You will need this Record ID to check the status of your application or to schedule/check results of inspections. Please print a copy of your record for your files.

Your application has been submitted for review by the City of San Antonio Development Services Department.
You may contact the Development Services Department at their offices or by phone.
Cliff Morton Development and Business Services Center
1901 South Alamo Street
San Antonio, TX 78204
Phone: 210.207.1111
Hours: 7:45 am - 4:30 pm (Mon - Fri)
Closed on City Holidays

[View Record Details »](#)

Your record now displays on the Home Tab (#1), My Records (#2).
Click the Record Number ID hyperlink (#3) to access the Record and all functions for managing the Record.

1

Home

Land Development

Building

Fire

Dashboa

2My Records

My Account

Advanced Search

Search...

Q

Land Development

Showing 1-2 of 2 | [Export results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Created By	Status	Action	Short Notes
<input type="checkbox"/>	09/23/2020	20CAP-10900000034	Claim Your Record				julius.caesar@gmail.com			
<input type="checkbox"/>	12/18/2019	3LAND-AMENDPLAT-19-10200026	Amend Plat	For_AutomationTesting	Auto_ACA_QA06S9U4	02/01/2020	julius.caesar@gmail.com	Expired	Pay Fees Due Amendment	For_AutomationTesting

10/02/2020

10/02/2020

**Thank you for visiting the Claim Your Record PIN
Tutorial.**

**With questions about obtaining a PIN number, please
call the Development Services Department
M-F, (210) 207-1111, 7:45am to 4:30pm
Or email [Call Center](#)**